

INTRODUCTION

Lesson Plan

Cultural Awareness

Class Purpose:

Many law enforcement agencies are implementing Community Based Policing policies, and as a beginning step we need to look at the different types of people that we serve. If we are going to be effective into the 21st century, we need to recognize the changes that we are going to see as the population and demographics of our country and community change.

What this class is not:

It is not a problem solving course of instruction.

It is not an effort to change your values.

It is not an effort to turn you into a “new person.”

What this class is:

It is designed to further augment our skills, provide information, education and tools to assist you in working with the community.

It is about communication tools that will help you to:

- work more effectively
- work more efficiently
- be a better listener
- gain respect for diverse communities
- become a more competent and complete law enforcement professional

What We're Here to Learn

Goals of Cultural Awareness

Rationale Behind Cultural Awareness

Benefits for Law Enforcement

Values and Perceptions

Concept of Power

Concepts of Communication

Communication Across Cultures

Goals

Build a dynamic structure of trust and communication between the public and police.

Issues:

- Traditional “kick ass and take names”
- Community involvement or lack of.
- Police Corruption
- Police Abuse
- Arrogance
- Organizational Attitude

- Public Ignorance

Using empowerment of and education of both the police and the public to sustain positive and productive relationships in progressive times and adverse times.

In order to make allies of our adversaries, or to increase public support and gain the trust back we need to:

Become better listeners

Become better communicators

Understand that we will almost always have to be the ones who will take the first step towards education, improvement, and will always be under scrutiny.

Rationale

If positive interaction and dialogue is going to occur, we need to look at the demands placed upon us:

Demands of the public

- 1 Be honest, be fair, be objective, be sensitive, be caring, better listeners, etc, etc.

Demands of the organization which are those that say you will, you shall, do this, do that, with less, etc.

Who is stuck in the middle? Who carries the burden of change, who has more impact than the chief? Whether we like it or not, you and I do.

- 1 Rationale

Demographic changes that affect us now and in the future, in the United States:

Washington D.C. is over 70% African American

Miami, Florida is over 66% Hispanic

By the year 2000, at least 50% of the population in California will be able to speak another language besides English

Los Angeles, California is 40% Hispanic, 37% Anglo, and 13% African American. 18% of the population is below the poverty level.

Rationale

Over 100 different languages are spoken in the California High Schools

Anglos will be only 52% of the population of United States by the year 2050.

In Arizona and New Mexico at least 25 Native American tribes are represented in the general population.

Benefits for Law Enforcement

Cultural Awareness

Definitions

Culture - A complex group of characteristics, including knowledge and beliefs, artistic bases, morals and mores, some agreement on law and politics, customs and traditions

Cultural Awareness

Definitions

Racism - The belief that some races are inherently superior

(physically, intellectually, or culturally) to others, and therefore, have the right to dominate them.

Cultural Awareness

Definitions

Bias - A preformed negative opinion or attitude toward a group of persons based upon their race, religion, ethnicity/national origin, or sexual orientation.

Cultural Awareness

Definitions

Prejudice - A pre-judgement about a person or class of persons composed of opinion or bias. It is usually socially learned and grounded in misunderstandings, misconceptions, and inflexible generalizations.

Values and Perceptions

Our values drive our decision making process in our personal lives as well as our professional lives. In this respect, it is important to understand exactly where our values come from.

- ▶ Who raised you?
- ▶ Where were you raised?
- ▶ How were you raised?
- ▶ Cultural background, no matter how far removed you may be from your cultural heritage.

Values and Perceptions

As we grew into adulthood, we refined and further developed our value system.

Then we became police officers.

Is there then another set of additional values placed upon us?

- ▶ What are they?

Values and Perception

We have personal values, coupled with police values, and for years it sometimes puts us in the position, or we place ourselves in the position of us and them:

“I’m a cop, and your not.”

Now we ask you to go into the community and be an integral working partner in the community as a professional. To do that, you need to understand issues of power and how it relates to people before we can begin to work on effective communication.

Concept of Power

What are some of the reasons that the “American Culture was founded?

Freedom of religion was paramount to the people that came here, to worship in the church they wanted to

Respect for the individual, rights by nature of citizenship, not wealth or means

Opportunity for personal wealth

Equal system of justice

Performance Objectives And Instructional Cues	OUTLINE AND PRESENTATION
	<p>Control of centralized power, constitutional system</p> <p>Concept of Power</p> <p style="padding-left: 40px;">In most countries across the world what is the most visible sign of power and government?</p> <p>The military</p> <p style="padding-left: 40px;">In the United States, what is the most visible sign of government and power?</p> <p>The Police</p> <p style="padding-left: 40px;">We are visible and available 7 days a week, 24 hours a day. With that visibility comes responsibility. Our image within the community is critically important.</p> <p>It is important to:</p> <p>Treat people fairly and objectively.</p> <p>Be aware of the inherent power we represent to other cultures in the community.</p> <p>Be aware that in some communities you also represent affluence because of the new police car you drive, the new uniform, radio, etc.</p> <p>Be aware that our image is affected by:</p> <p>Response times for calls for service.</p> <p>Our behavior when responding to calls.</p> <p>Behavior both on and off duty.</p> <p>Behavior during and after use of force incidents.</p> <p>Our ability to solve problems.</p> <p>What percentage of people are non-supportive of the police?</p> <p>Approximately 10% or less.</p> <p>Believe it or not, approximately 90% of the people are generally supportive of the police.</p> <p style="padding-left: 40px;">Why do we, as police officers, feel the percentage is so low?</p> <p style="padding-left: 40px;">If 90% are supportive, what are some of the reasons that it may not appear as though they are?</p> <p>Reasons</p> <p style="padding-left: 40px;">Fear of the other 10%</p> <p>Our job may be and often is taken for granted until they need us</p> <p>Sections of the community are often afraid of the police</p> <p style="padding-left: 40px;">Recent Southeast Asian immigrants</p> <p style="padding-left: 40px;">People from Mexico, Central and South America, the former Soviet Union.</p> <p>Concepts of Communication</p> <p style="padding-left: 40px;">In police work:</p> <p style="padding-left: 40px;">15% of our job in law enforcement is apprehension, arrest and booking.</p> <p style="padding-left: 40px;">85% is communication.</p> <p>We are seriously affected by:</p> <p style="padding-left: 40px;">1 What humans say</p>

Performance Objectives And Instructional Cues	OUTLINE AND PRESENTATION
	<p>1 What they say they are thinking 1 What they mean by what they say</p> <p>Meanings and Perceptions</p> <p>The meaning is perceived and understood by others that share the same language and experiences.</p> <p>Every meaningful sentence or phrase has a surface and underlying structure.</p> <p>Human communication is a unique process that involves grammatical structure, intended and understood meanings</p> <p>Perception</p> <p><u>Perception is selective</u> - At any one time, there are too many stimuli in the environment for us to observe. Therefore, we screen out the overload and allow only selected information through our perceptual screen to our conscience mind.</p> <p>Perception</p> <p><u>Perceptual patterns are learned</u> - Our experience teaches us to perceive the world in a certain way</p> <p><u>Perception is culturally determined</u> - We learn to see the world based on our cultural background.</p> <p><u>Perception tends to remain constant</u> - Once we see something in a particular way, we continue to see it the same way.</p> <p>Perception</p> <p><i>We therefore see things that do not exist, and do not see things that do exist.</i></p> <p>Our interests, values and culture acts as filters and lead us to distort, block and even create what we choose to see and hear. We perceive what we expect to perceive. We perceive things according to what we have been trained to see, according to our cultural map. These rules apply to everyone.</p> <p>Communication Styles</p> <p>All of us take in, process or perceive information differently, and we make decisions based on how we interpret that information. Have you ever wondered how two people can stand side by side and see the same situation and when asked about it, seem as though they were both on different planets?</p> <p>In order to be better communicators, let's take a look at how people process information, what are the mechanics of the process, expanding upon the dynamics between the sender and receiver.</p> <p>People take in information basically two ways:</p> <p>Sensing - relies primarily on observable facts or happenings through one or more of the five (5) senses.</p> <p>Intuition - relies on meanings and casual relationships, or possibilities beyond what the conscious mind sees.</p>

Once the information has been received the mind then makes a decision or judgement on what has happened.

There are two ways in which the decision making process occurs:

- u Thinking (T) - Decides impersonally on the basis of logical consequences
- u Feeling (F) - Makes a decision primarily on the basis of personal or social values.

Concepts of Communication

Now, let's look at the four combinations of the communications preference models (Myers-Briggs) and what are typical communications behaviors for each of the four (4) combinations....

Sensing - Thinking (ST)

Uses the five senses to take in information
uses "pure" logic and objective reasoning

Typical Communication behaviors are:

- Concrete, logical, traditional, decisive, impersonal, direct, analytical and structured.
- 64% of police officers are ST, compared with 25% of the general public.

Sensing - Feeling (SF)

Takes in and processes information through the five (5) senses, BUT has a primary concern for personal and social values.

May use subjective reasoning in the decision making process

Typical Communication behaviors include:

- Sociable, tactful, loyal, caring, cooperative, friendly, organized and considerate
- 14% of police officers are SF, compared with 29% of the general public.

Intuitive - Thinking (NT)

Take in and process information through the sixth sense - intuition.

After using this intuitive process to take in information, a decision will be made based upon "pure" logic and reasoning.

Typical Communication behaviors include:

- Global, precise, factual, visionary, demanding, reserved, and theoretical.
- 16% of police officers are NT, compared with 18% of the general public.

Intuitive - Feeling (NF)

Processes information through the intuitive process
makes decisions with consideration to personal values, feelings and/or social values.

Typical Communication behaviors include:

- Creative, idealistic, friendly, charismatic, empathetic, intense, committed, congenial, and

devoted.

- 6% of police officers are NF, compared with 28% of the general public.

Communication Preferences

Maybe this is why a police officer and a social worker can sit on a park bench and watch the same arrest incident occur before them and:

- The officer may see his or her counterpart using only the appropriate force necessary to make the arrest
- The social worker may see the officer using excessive force.

Higher and Lower Contact Communication Styles

Higher context - words, emotion and emphasis all combine into what the message is. Depends very heavily upon non-verbal aspects of communication.

Lower context - Words are very specific, have definite meaning and definitions. People and cultures that are lower in context, generally what they say is what they mean. Less verbal and very direct in communication style. Very structured with serious emphasis on who, what, when, where and why.

Communication Across Cultures

We are going to look at six (6) different cultures and their communication styles:

Police

Hispano-Latino

African American

Euro-American

Native American

Asian

Police

Lower context communicators

- Specific instructions, demands that expect a specific response

We consider ourselves as extended family and are protective of each other

- When one of "us" gets killed or seriously injured, we stop and think about the officers family, department members, etc.

Hispano - Latino

Higher Context Communication

- a group of cultures ties together by a common language
- structure of the language itself is fluid, emotional and diverse
- There is pleasure in the process of the language, emotion, posturing, gesturing

Performance Objectives And Instructional Cues	OUTLINE AND PRESENTATION
	<ul style="list-style-type: none"> ● Extended family structure ● African American <p>Higher Context Communication</p> <ul style="list-style-type: none"> ● stratified and regionalized ● Gestures, eye contact, silence, all learned in school and home with long standing cultural implications ● Body language emphasizes the emotion of the message ● Traditionally an oral culture, where the ability to use language is seen as a personal strength respected within the culture. ● Extended family culture <p>Euro - American</p> <p>Lower Context Communication</p> <ul style="list-style-type: none"> ● German, English, Scandanavian, Dutch, Celtic are the main cultural influences. ● Very direct and structured in the use of language ● emotion is not a driving force in the delivery of the message, words are. ● Words have very specific meanings to the sender and receiver. ● Nuclear family unit <p>Native American</p> <p>Higher Context Communication</p> <ul style="list-style-type: none"> ● Regionalized and stratified communication styles ● Languages are fluid and many of the cultures, languages and religions are universal. ● The process used in delivering the message is just as important as the chosen words. ● Extended family <p>Asian</p> <p>Higher Context Communication</p> <ul style="list-style-type: none"> ● Regionalization of the cultures has had an impact on the language and usage of the language. ● Respect and politeness to the speaker are very important ● Being direct is rude and offensivie ● Respectful for authority ● Extended family unit ● Communication Techniques <p>Every culture has customs, traditions, and conventions for socializing and communicating. These can be generally broken down into eight (8) areas:</p> <p>Conventions of Courtesy</p> <p>Sequence</p> <p>Phasing</p> <p>Objectivity</p>

Performance Objectives And Instructional Cues	OUTLINE AND PRESENTATION
	<p>Specificity</p> <p>Assertiveness</p> <p>Candor</p> <p>Simplicity</p> <p>Conventions of Courtesy</p> <p>People who don't use the formulas established within a culture for courtesy and respect may be considered rude.</p> <p>People that don't know the conventions may feel rejected when the expected response is not there.</p> <p>Conventions may be the tempo of the conversation and tone of voice.</p> <p>Don't assume conclusions on a a group or individual based on the initial contact</p> <p>Sequence</p> <p>How people arrange information varies from culture to culture (La casa roja - the red house)</p> <p>People that are bilingual may have to think in one language and respond in another</p> <p>There is no direct language interpretation from most languages to English or vice-versa.</p> <p>Phasing</p> <p>Culture affects how and when business is discussed.</p> <p>Regional differences also affect the communications protocol.</p> <p>Business and pleasure don't always mix.</p> <p>Objectivity</p> <p>The facts - orderly, logical, and precise are what is appreciated.</p> <p>Trust has a significant affect on intercultural communication.</p> <p>A dominating air damages communication.</p> <p>Specificity</p> <p>Starting with specifics is a lower context style, while other cultures may start with generalities and move into specifics.</p> <p>Lower context cultures may look at parts of the picture, where higher context cultures may look at the whole picture.</p> <p>Communication may be out of sync.</p> <p>Assertiveness</p> <p>In some cultures, assertiveness may be appropriate and in others it is very rude.</p> <p>Simplicity</p> <p>Using big words may not impress, it may fail to communicate.</p> <p>Keep it simple.</p> <p>General Considerations</p> <p>Many cultures are family based. If you know how to respond to the matriarch or patriarch you can deal with the directly with the unit and have a greater chance to control events.</p> <p>Respect of persons at all times.</p> <p>Be respectful of their homes.</p>

Performance Objectives And Instructional Cues	OUTLINE AND PRESENTATION
	<p>Don't be judgemental of their life style.</p> <p>General Considerations</p> <p>Show concern for their problems.</p> <p>Most body space for police officers is 3-4 feet. In may cultures it is about 6-18 inches.</p> <p>Use clear concise language. Do not use slang as it may be considered racial.</p> <p>Do not use physical stature as a method of interrogation.</p> <p>General Considerations</p> <p>Build common ground and expand from that point.</p> <p>Do not yell when your not understood. It only agitates and scares.</p> <p>When things go bad, never sacrifice your safety for political correctness.</p> <p>Cultural perspectives - HANDOUTS</p> <p>Remember</p> <p>As demographic shifts continue, the state of New Mexico as well as the rest of the country will continue to see a more diverse population in all sectors.</p> <p>As groups melt into society they will not discard their cultural identities. Some attitudes and thinking styles may change but loyalties and belief structures are much more entrenched.</p>